

**TCM** GROUP

Putting  
People First™



# National Certificate in Workplace Mediation™

How to become a  
TCM Accredited mediator.



## Introduction

**The National Certificate in Workplace Mediation™ is a fully interactive, instructor led OCN accredited mediation skills programme that enables participants to learn essential skills and principles for mediation, practice skills and demonstrate competency to be a workplace mediator.**

We have been running this programme since our formation in 2001 and have since trained several thousand mediators who are now using their mediation skills to resolve complex workplace issues.

Organisations who have partnered with TCM to train mediators through the National Certificate in Workplace Mediation™ include: HSBC, Royal Mail, British Airways, TSB, Network Rail, Burberry, National Express, M&S, BT, Metropolitan Police, Health & Safety Executive, DWP and Ofcom, plus numerous other Whitehall departments, universities, hospitals, police forces and councils.

The National Certificate in Workplace Mediation™ was one of the first accredited mediation courses available in the UK.

We pride ourselves on delivering a world class course to delegates. Don't just take our word for it, please [click here](#) to read the several hundred testimonials from previous delegates.



## Why are organisations investing in mediation skills training?

**The course gives delegates an in-depth analysis of the psychology of conflict and it delivers a robust understanding of the causes and effects of workplace disputes.**

Delegates learn the skills and strategies they need for identifying cases where mediation is suitable and securing commitment to mediation from the parties involved.

They also develop a deep understanding of the role of mediation in the modern workplace and understanding of how mediation works as part of wider management practices and HR processes. The course delivers a step-by-step mediation model and delegates spend time developing skills and strategies to mediate complex employment and workplace disputes.



# Your organisation benefits by training internal mediators because:

- ✓ Mediation is effective at resolving a range of issues including relationship breakdown, personality clashes, communication problems, bullying, discrimination or harassment.
- ✓ It might be a single employee with a grievance, a disagreement between an employee and a manager, or an issue between two co-workers.
- ✓ Differences between individuals at work can lead to grievances, absenteeism and ultimately loss of valuable employees. As a result, workplace disputes cost businesses tens of thousands of pounds per year.
- ✓ Mediation helps people sort out their differences – often in just one day. That’s why organisations are increasingly training their staff to mediate in workplace disputes.



## TCM trainers

**TCM trainers are experts at creating a safe, empowering and challenging training environment.**

The TCM blended learning style incorporates a range of interactive approaches before, throughout the course and post training. Participants develop their knowledge through group discussions, case studies and participation in role-plays. Peer-based evaluation and reflective learning feature heavily throughout the course and this is supported by the course facilitator’s extensive and detailed assessment of learners’ progress. Independent learning and reflection, which takes place outside course hours, will also be assessed. Participants gain expertise in mediation, negotiation, problem-solving and facilitation whilst developing the skills and competencies to work as mediators within their own organisations or as external mediation consultants. Upon completion of the National Certificate in Workplace Mediation™, participants will have developed a highly effective framework enabling them to work as a TCM Accredited Mediator.



## Accreditation

**This course is fully accredited by the Open College Network (OCN) and is delivered by the UK’s top resolution experts.**



The OCN undertake rigorous external verification of the course to ensure it is delivered to the highest of standards. OCN London is a national qualification awarding organisation regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA).

Once a delegate has completed the course and passed the OCN accreditation, we will award them the TCM Accredited Mediator status. This means that they can describe themselves as a TCM Accredited Mediator on their online profiles, such as LinkedIn, and in their marketing.





# Post course support and evaluation

TCM delivers extensive support for delegates on the National Certificate in Workplace Mediation™ course before, during and after the course concludes. Here's what's included:

- ✓ Open College Network (OCN) accreditation fees.
- ✓ The unique online TCM Delegate Zone™ which includes useful toolkits, check sheets, videos, papers and other resources for delegates.
- ✓ A copy of the Workplace Mediators Handbook™ for all delegates.
- ✓ One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- ✓ Assessment costs and a personal report for each learner.
- ✓ A free refresher session for all delegates three to six months post-course.
- ✓ Lifetime aftercare and support for all delegates with TCM's unique mediator helpline – The Mediator Helpline™.
- ✓ Discounted membership with TCM's alumni association – The People & Culture Association.



The People &  
Culture Association

“Fantastic course content and knowledgeable trainer that brought experiences to life. Got a lot out of the training and really appreciated it. I feel much better prepared & confident to deal with mediation going forward following the National Certificate in Workplace Mediation course.”

CLAIRE PICKERING - SENIOR HR OFFICER AT NEXT PLC



# Delivery

This course is delivered over five or six days, depending on the number of delegates. Open access courses are delivered face-face at The TCM Academy in London or online via Teams or Zoom.

We also deliver in-house courses for organisations across the UK and beyond. Please contact us to find out our latest in-house prices for groups of 4 or more.

#### Trainers:

Delivered by TCM's expert trainers and facilitators.

#### Assessment:

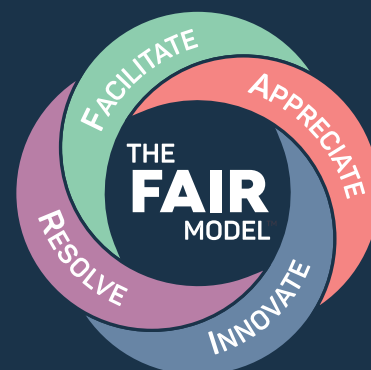
This course is assessed by way of a practical activity (mediation role-play) during the second module and the completion of a portfolio, equivalent to 30 hours of reflective study. Participants are supported to complete all aspects of the course by our expert facilitators. Please contact us for the full course syllabus including criteria for assessment.

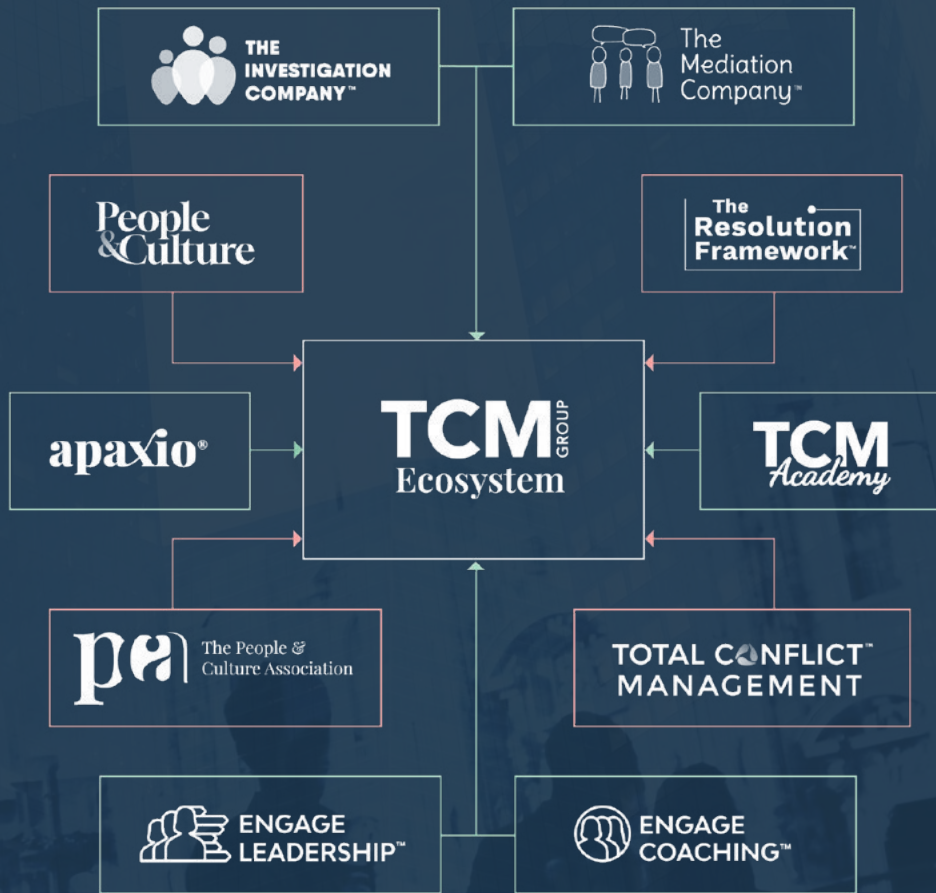
#### Suitable for:

Line managers, supervisors, human resources and employee relations professionals, union officials and anyone who may be required to undertake a workplace mediation to help people resolve conflict in the workplace.

## The FAIR Model™

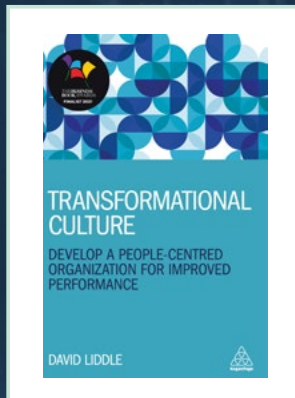
Originally applied to our mediation services, the FAIR (Facilitate, Appreciate, Innovate, Resolve) Model™ has been specifically designed to solve a full range of workplace disputes. The model has been designed to get right to the root cause of a conflict, while also bringing a pragmatic problem-solving approach.





Putting People First™

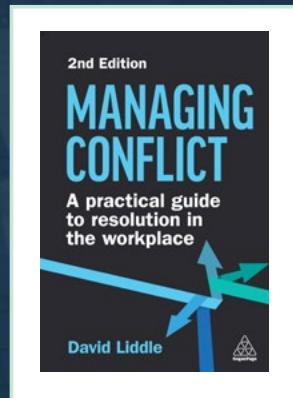
★ Trustpilot ★★★★★ TCM is rated excellent on Trustpilot.



**Transformational Culture**

by David Liddle

Available to buy from Amazon.



**Managing Conflict**

by David Liddle

Available to buy from Amazon.

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